

Subject: Reminder: Need to Complete – Direct Loan Master Promissory Note

Dear <Borrower Name>,

As of the date of this email, we have not received your completed Direct Subsidized Loan/Direct Unsubsidized Loan Master Promissory Note (MPN) and/or Direct PLUS Loan Application and Master Promissory Note (MPN). A completed MPN must be submitted to us before the school can disburse (pay out) any loan money to you.

You are encouraged to complete the MPN electronically at our secure StudentLoans.gov Web site. You will need your Federal Student Aid (FSA) PIN to sign in. If you do not have an FSA PIN, you may obtain one at www.pin.ed.gov.

To complete the MPN online:

- From the StudentLoans.gov home page, click on the “Sign In” button located in the “Manage My Direct Loan” box. The Sign In page will appear.
- Once signed in, click on the “Complete MPN” link located under the “Master Promissory Note” heading on the left menu bar. The Complete MPN page will appear.
- Under “Select the type of loan you would like to receive,” choose the appropriate link.
 - If you are an undergraduate or graduate student borrowing a Direct Subsidized Loan and/or Direct Unsubsidized Loan to pay for your own education, select Subsidized/Unsubsidized.
 - If you are a parent borrowing a Direct PLUS Loan to pay for your dependent undergraduate student’s education, “Parent PLUS.”
 - If you are a graduate student borrowing a Direct PLUS Loan to pay for your own education, select “Graduate PLUS.”
- Follow the instructions to complete, sign and submit your MPN.

If you would like to complete a paper MPN and need a paper copy mailed to you, Applicant Services is available to assist you from 8:00 AM to 8:00 PM, Eastern Time, Monday through Friday. We can be reached, toll-free, at 1-800-557-7394. The hearing impaired toll-free TDD number is 1-877-461-7010.

If you are a parent borrower and are borrowing to pay for the education of more than one dependent undergraduate student, you must submit a separate MPN for each student.

Once the completed MPN is received, the school listed on the MPN will be notified. If you have questions regarding the next steps in the processing of your loan, when the loan will be disbursed (paid out), or no longer wish to receive the loan, contact your school.

After the first disbursement of your loan has been made, your loan will be assigned to a loan servicer and you will be provided with the servicer’s name, address and contact information. Your servicer will service, answer questions about, and process payments on your loan after you enter repayment.

Sincerely,

U.S. Department of Education
Federal Student Aid
William D. Ford Federal Direct Loan Program

Do not reply directly to this email. If you wish to contact us, email CODsupport@acs-inc.com.